

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Counselling and Mental Health Services Manager

## **College/Department**

The Registry

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0536-24

## **Salary**

£50,129 to £62,662 per annum (for exceptional performers, there is scope for further progression up to £72,061 per annum)

## **Reports To**

Head of Student Services

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The postholder will provide strategic leadership for this multi-disciplinary team which contributes to positive student experience and outcomes by enabling students to manage their emotional, psychological and mental wellbeing. The post holder will lead a core team supported by a wider group of volunteer associates and trainees. Working within the wider context of the Student Services Department, the post holder will establish and maintain close links with related student and staff support teams. The post holder will be the clinical lead for the team.

The post-holder will provide proven expert guidance and specialist expertise in the areas of student mental health and welfare incidents, ensuring an excellent support service is delivered to students in line with the University’s strategy.

The post-holder will, in conjunction with the Head of Student Services, lead on embedding across the institution a clear, visible and positive strategy around mental health. They will also build effective networks with a range of other University services and teams, the Union of Students and external services, and make sure that the whole of the team is also building such networks.

## **Principal Accountabilities**

### **Strategy & Planning**

1. Assist in the strategic development of the Service, contributing to annual operating plans, and evaluating service delivery to ensure effective use of all resources.
2. To identify and use management information to report on service impact and to inform strategic planning at both service and institutional level. In particular to focus on the impact of counselling and mental health support on key Institutional Success Measures (ISM’s).
3. Continue to improve the quality assurance process to monitor service standards by using a variety of data to evaluate services. Lead a process of continuous improvement which ensures that opportunities to further enhance the work of the team are seized, that the resources of the team are used effectively in order to maximise the student experience.
4. Keep up to date on current developments in the Higher Education (HE) sector, identify trends, research good practice, identify service shortfalls and anticipate service requirements accordingly, and then deliver innovative solutions to optimise service quality, efficacy and efficiency. This will include helping the university to ensure it meets and exceeds future sector recommendations.
5. Hold overall clinical responsibility for the Service, ensuring that it operates in a clinically safe and ethical manner and in accordance with appropriate professional guidelines and ethical frameworks, undertaking risk assessments, and putting in place risk management strategies. The postholder will be accountable not only for their own practice but also that of the wider Service, particularly in relation to protocols related to clinical risk.
6. To manage the Service in accordance with all relevant legislation including equal opportunities, data protection, safeguarding, confidentiality, and the management of volunteers.
7. To ensure that the service complies with the BACP Ethical Framework for Good Practice in Counselling.
8. Work closely with the Head of Student Services on initiatives directly related to Student Services.

### **The Service**

1. Deliver leadership and management of the Counselling and Mental Health Service – including line-managing all practitioners in the team, coordinating recruitment activities within the team, managing team and individual performance matters, and planning and managing training and development for the team.
2. To oversee the regular recruitment and management of Associate and Trainee counsellors, engaging core team members as appropriate. To ensure that Associates and Trainees are fully supported and provided with clinical supervision. To maintain quality standards while using this team to increase service capacity within a limited budget.
3. Develop a culture within the team which respects and maintains therapeutic boundaries and takes proper account of the need for confidentiality when working with students and when discussing cases with staff but balancing this with a need to share appropriate information for the effective management of clinical risk and to support other University services in their work with students with significant mental health difficulties.
4. To ensure the service is accessible to a diverse range of clients and that the work of the Service is responsive to the needs of different groups e.g., international students, LGBT+ students, postgraduate students, etc.
5. Deliver one-to-one casework with students (including mental health assessments and one to-one therapeutic work), as required – with a particular focus on taking on some of the more complex cases, and, alongside other members of the team, covering appointments reserved for cases in which students need to see a practitioner urgently. This is anticipated to be no more than 25% of workload.
6. Ensure the team is responding effectively to the needs of students by ensuring that the triage and risk assessment protocols in place are effective and make best use of available resources, reserving appointment slots reserved for urgent cases, making effective referrals of urgent cases, and ensuring the team is providing timely, high-quality and clear advice to members of staff across the University with concerns about individual students. The postholder’s role is to support and empower the team to manage high-risk and complex cases at practitioner level, whenever possible, rather than themselves taking on the clinical management of all such cases.

### **Institutional & Community Context**

1. Provide expert guidance across the university in relation to key issues in student wellbeing, including, for example, mental health risk management, the maintenance of effective boundaries in delivering pastoral support to students, and suicide prevention and postvention measures.
2. Represent and/or promote Student Services at both internal and external meetings/events, contribute to committees and working groups within the University.
3. To take a leadership role in professional networks external to the university, for example BACP-UC, HUCS, AMOSSHE, NAMSS. To promote innovations developed at the university and to ensure that the service adopts best practice from across the sector and wider profession.
4. Develop and maintain productive relationships with external agencies (particularly emergency response teams, NHS services, local authorities and third sector agencies) and agree joined up approaches to service delivery to enhance the wellbeing of students.

### **Guidance & Training**

1. Design and deliver training and presentations across the University about specific mental health issues (e.g., deliberate self-harm, substance abuse, mental health first aid, etc.) and about student mental health support, more generally, to ensure that staff understand the support available to students, and how and when to refer students into this support.
2. Play a key role in contributing, from a specialist perspective to the university’s preventative and promotional student mental health and wellbeing activities (for example, campaigns, events or guidance relevant to the wellbeing and welfare of all students). While it is not the Service’s role to lead on all of this work, given that this is a whole university strategy and approach, it is vital that, as a specialist team, the Counselling and Mental Health Service is visible in, and contributing to, these activities.

### **Other**

1. Maintain their professional accreditation with an appropriate professional body (all practitioners within the team are personally responsible for meeting the costs incurred in securing and maintaining this accreditation, although some of the training provided by the University may help to contribute the continuing professional development requirements of accreditation).
2. Undertake regular individual clinical supervision, in additional to participating in regular line management meetings and in house peer supervision.
3. Deputise for the Head of Student Services in their absence.
4. Attend meetings and working groups which relate to the work of Student Services.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Educated to degree level
* Holds a professional qualification (or equivalent experience) relevant to Counselling/Psychotherapy
* BACP accreditation or equivalent

#### **Experience**

* Demonstrable experience of managing staff and service provision in an HE or comparable setting, working both operationally and strategically
* Substantial post-qualification experience working with a wide range of presentations, including mental health difficulties and assessing and managing risk
* Experience of conducting initial assessments and allocating clients
* Understanding of a variety of counselling theories and approaches and experience and commitment to working within a brief model
* Experience in developing and facilitating group work and psycho-educational workshops
* Experience of developing a service and improving processes, including use of data and technology to achieve this
* Breadth of vision gained from extensive experience in field of expertise

#### **Skills, knowledge & abilities**

* Knowledge of HE regulations
* Highly developed knowledge of the principles, theory, and practice in the fields of counselling and wellbeing
* Proven management ability, including an ability to motivate, support and encourage flexibility in a constantly changing environment
* Knowledge and understanding of relevant legislation and codes of practice (e.g. Equality Act, QAA code of practice)
* Highly numerate and able to read and interpret financial information and work with metrics and KPIs
* High level communication and interpersonal skills: emotional robustness; ability to liaise effectively with academic and professional staff and external agencies; strong interpersonal skills including motivational negotiating, influencing and relationship building
* Ability to assess, analyse and manage risks and opportunities
* Commitment to continuous improvement; the ability to set appropriate objectives and targets, manage implementation and evaluate impact
* Able to demonstrate knowledge of the principles of effective policy development, advice and representation
* Able to use data, research and intelligence to inform representation and campaign activity

### **Desirable Criteria**

#### **Qualifications**

* Holds a Master’s degree or further post-graduate award in a related area

# **Benefits**

The University of Derby believes in providing choice to our people suited to their needs or life stages. Offering a number of salary sacrifice options, a generous holiday entitlement starting from 26 days plus bank holidays and 4 concessionary days and a host of family friendly policies, mean that splitting your time and finances can be easier. For those with prospective students in the household, we also offer tuition fee support to partners and children and, not forgetting you, we offer financial support for accredited learning.

Our competitive 'total reward' offering has something for everyone and looks to reward and recognise people in different ways.

Core to the package is a competitive pay structure and generous public-sector pension schemes. Our pay structure allows for stepped progression in role and is reviewed against the market and, where applicable, awarding national pay awards annually. Further financial support is offered through our generous pension contributions in support of your retirement fund with those within our Teachers’ Pension Scheme receiving an employer contribution of 28.6% of salary and those within the Local Government Pension Scheme at 23%.

Wellbeing at Derby features within our benefits options from our Employee Assistance programme through to our eyecare voucher scheme, not to mention the discounted membership for our on-site gym at our Kedleston Road campus. With our Inclusion and Wellbeing Networks, there really is support for everyone.

We also facilitate ‘Give as You Earn’ options to donate to your preferred charities straight from your pay which enhances the amount your charity receives for your donation.

At the University of Derby, we celebrate loyalty and achievements through our Staff Excellence Framework be it financially, or non-financially. We aim to foster a culture of boldness and brilliance in our people, and from a simple thank you through to a local awards ceremony, we recognise and celebrate notable achievements of our colleagues.

For more information on the benefits of working at the University of Derby go to the [Benefit pages of our website](https://www.derby.ac.uk/jobs/life-at-derby/rewards-and-benefits/).

# **Our People**

The University of Derby is committed to promoting equity, diversity and inclusion, regardless of age, disability, trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

We are Disability Confident Employers, demonstrating our commitment to disability inclusion, and invite applicants to highlight adjustments they may require to ensure equitable participation in our recruitment processes.

Further, we are committed to ensuring an environment which is trans and non-binary-inclusive for all our staff, students, partners, and visitors, and continuously review our policies, guidance and training.

When applying to join the University, you can choose your preferred title, including the gender-neutral title 'Mx'. We also ask our candidates if they would like to share their preferred pronouns. This is voluntary but demonstrates our commitment to inclusivity for trans and non-binary candidates. Once employed, you can add pronouns and preferred names onto our system.

The University of Derby undertakes anonymised shortlisting during the staff recruitment process. This means that, when shortlisting, panel members will not be able to see an applicant’s name and will see an applicant number instead. This demonstrates the practical steps we are taking to remove barriers to recruitment by minimising the possible impact of our unconscious bias.

However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.

For more information on equity, diversity and inclusion at the University of Derby, please visit our [website](https://www.derby.ac.uk/about/equality-and-diversity/).